


Created	Branch	Topic	Comment	Staff Name	Notes
					<p>Good Afternoon Mrs. Pollack,</p> <p>Thank-you for taking the time to share your feedback about the Grab & Go bundles during a visit to Civic Center Library. I'm glad you enjoy this new service, which library staff developed as another way to get books into the hands of library patrons while access to library materials was quite limited earlier in the pandemic. I understand your suggestion to stagger the due dates within a bundle to make it more feasible to use all the materials. Due dates for library materials are established by the material type. For example, a book cataloged as "new fiction" is programmed to check out for 2 weeks while a book cataloged as "regular fiction" is programmed automatically to check out for 3 weeks. So, while staggering the due dates of items within a book bundle isn't feasible without staff assistance, I do want to remind you that if you check out a bundle any item within the bundle should be eligible for renewal if you want to keep it longer than some of the other items in the bundle. In other words, you can stagger due dates of the items within a bundle by renewing the items that you want to keep longer.</p> <p>If you need assistance renewing library materials, please connect with us online at scottsdalelibrary.org, call us at 480-312-READ, or drop by for additional help.</p> <p>Submitted on yellow comment card at Civic Center Library 12/14/21:</p> <p>Grab & Go - brilliant idea to group the same themed books together. Certainly helps when looking for like books without knowing specific titles and/or authors. Thanks! It would be helpful if the return dates were staggered.</p> <p>Thank you again for taking the time to share your feedback on this service.</p> <p>Kind Regards,</p>
12/28/21	Civic Center	Library Materials/Online Materials		Jones, Erin	
12/28/21	Civic Center	Atmosphere	<p>Submitted on yellow comment card at CC Library 12.7.21:</p> <p>Please add standing desks to the library. Thank-you!</p>	Jones, Erin	<p>Noted request for future furniture planning for CC Library and for consideration when all public PCs are available again. It may be possible to modify some of the seated computer stations to be stand up stations like one of the Express PCs.</p>
12/28/21	Civic Center	Customer Service	<p>Submitted on yellow comment card at Civic Center Library 12/9/21:</p> <p>Meghan in Youth Services was awesome! Very helpful & cheerful, she's a great asset for this library!</p>	Jones, Erin	<p>Noted and shared with staff member and supervisor. Patron did not leave contact information or ask for follow up.</p>
12/28/21	Civic Center	Customer Service	<p>Submitted on yellow comment card at Civic Center Library 12/17/21:</p> <p>Within the last 10 years -I-, I've come into the library I find my most recent visit the most odd. I've been threatened many times by people. The staff have been rude. But not limited thereto</p>	Jones, Erin	<p>Good Afternoon Mr. Sciolì,</p> <p>Thank-you for taking the time to leave a comment card during a visit to Civic Center Library earlier this month. You mention that you have been threatened and also that staff have been rude to you. I'm not clear if you are saying that library staff have been threatening you? I am aware that several staff have interacted with you regarding an oversized bag that you bring with you to the library, trying to find a way to accommodate the bag and to both keep your personal belongings near you but also not create a tripping hazard for others using the library. I am happy to speak with you further about your interactions with library staff and to clarify who has been threatening to you. If you would like to discuss, please let me know and we can make an appointment to speak by phone, by email, or in person the next time you are visiting Civic Center Library.</p>
12/27/21	the whole system	Availability of materials	<p>I'm an avid book-borrower, and I've been trying to convince my partner to borrow more books and buy fewer, but I have a big problem. He reads legal and action thrillers, and every time he gives me a book he's about to buy on Amazon (and not all of them are brand new) I can't find it in the library system. This is very frustrating, because it reinforces his notion that he can't find what he reads at the library, and it makes my job of convincing him that much harder.</p> <p>Is there a way to increase the selection in this category?</p> <p>If so, I know we'd use the library much more. We're retired and we don't have space anymore to collect books at our home anymore. He generally reads a book a week (sometimes more), so this means a LOT of books piling up if the library system doesn't have them.</p> <p>The current one I can't find (nothing by this author at all actually) is Michael Stagg's False Oath (Nate Shepherd Legal Thriller series). He would check out everything by this author if it was available.</p> <p>While I have been able to find some in the Fantasy collection he will also read, it's really the Action/Thriller section that we have trouble finding books in.</p> <p>Thanks for listening.</p> <p>Suzanne</p> <p>PS -I'm a former book publisher and author, and I DO understand about availability for lending from some authors/publishers being restricted, and I know libraries have limited acquisition budgets, but I don't know what affects choices otherwise. Is it general popularity on Amazon of titles, or member requests, or...?</p>		<p>Carrico, Mandy (11/4/2022 3:49 PM):</p> <p>Hi Suzanne and thank you for your comment,</p> <p>The author you specifically mention, Michael Stagg, is independently published and is not available through our contracted vendors, either physically or electronically. This is becoming an increasing issue with titles available through Amazon that are not available through our regular channels. Many of the books are self-published or published through Amazon and Amazon does not generally distribute beyond their website. We outsource our cataloging and processing due to decreased staff which limits our ability to purchase independently published titles not available through our contracted vendors, unfortunately.</p> <p>When you do come across an author/title that we don't own, you can use our interlibrary loan program. In this program we put a call out to library systems across the US and if any copies of the book you are looking for are available, they mail it to us for you to check out. Just fill out the Interlibrary Loan Form. This link also goes over the policy. If no libraries lend the book, we'll contact you to let you know. Also, if you or your husband is interested, we have a free Bookmates service. Answer a few questions about your reading preferences and library staff will hook you up with some titles to try. These will be titles we most likely own or if absolutely necessary, ones we know are available through ILL. Perhaps your husband can also discover new authors!</p> <p>I hope this helps and saves you some money from purchasing off Amazon. Have a wonderful day!</p>
12/23/21	Civic Center	Customer Service	<p>I came into the library to establish an account and get a library card. The woman who waited on me was so helpful! She gave me an orientation to the library and really helped me understand what services are available to me as a new Scottsdale resident. I really appreciated her help.</p>	Jones, Erin	<p>Noted with pleasure. Patron did not leave contact info or request follow up.</p>
12/23/21	Mustang	Customer Service	<p>I just got a call from Scottsdale Library on my cell phone but missed it . . . and since it is an old phone and I do not hear well . . . could you PLEASE just contact me on either my home phone () or my email (which is FAR easier) ????</p> <p>I am trying to renew my library card but I am unable to come to the library OR take a picture of any mail with my name and address on it . . . so I hope someone can help me. Not all elderly people have transportation or iPhones so I wish you could make this easier for us !!!!! If you cannot help I will just have to let my library card expire . . . so sad!</p>		<p>Zick, Medina (11/4/2022 3:31 PM):</p> <p>Melissa Smith checked the patron's record, and her card had been updated. She reached out to the patron via email on 12/28/21 to let her know.</p>

		The machine was placed out of order. I contacted the vending company to make sure that the refund had been requested and sent out. Thank you. MZ/mu	
		Submitted on a comment card on 11/21/21. The drink machine in the lobby failed to give me \$17.00 in change. I contacted management of the machine to send me a check. She said that she would do so. I ask the machine be placed out of order and that I get my change.	
12/09/21			Zick, Medina
12/02/21	Email I just received	Email I just received	Please tell Kira Peters not to use the word " equity" when addressing/ emailing patrons of the "public" library. I find this word offensive... 
			Carrico, Mandy